

Job Profile

Job Title:	Housekeeping Assistant	Department:	Facilities & Operations
Contract Type:	Fixed term (ending early 2027)	Salary (Grade):	£13.45 p/hr (Assistant 3)
Hours:	18 hours per week	Reports to:	Housekeeping Supervisor

Role Summary

The Housekeeping Assistant role has responsibility for ensuring both our front and back of house areas and auditorium are cleaned to a highly professional standard and in line with all regulations. You will play an integral part in providing a first-class experience for all our visitors and colleagues who use The Rep facilities.

Main Duties

- To provide excellent customer service to customers and visitors to the Rep, often meeting visitors and audience members are part of your daily job
- To provide a clean, tidy and welcoming environment for customers, visitors and staff
- To maintain the building and its facilities to a high standard at all times
- Ensure a safe working environment is maintained at all times with particular regard to the health, safety and welfare of you and others.
- Check, tidy and clean all areas in the backstage, auditorium and front of house as allocated within the rota.
- Undertake any specific or seasonal cleaning as required.
- Remove all rubbish to the designated areas.
- Ensure all supplies of hygiene products remain topped up.
- Report any specific cleaning requirements or incidents
- Communicate and assist, as necessary with all other key personnel within The Rep teams to ensure a clean and tidy environment
- Assist with meeting room set up including ensuring rooms are tidy and set up as required
- Any other reasonable duties required

The duties and responsibilities set out should not be regarded as exclusive or exhaustive. Post-holder may be required to undertake other reasonably determined responsibilities appropriate to the level of the role.

Levels of Responsibility
You will be responsible for...
N/A
Person Specification
You must have...
<ul style="list-style-type: none"> • Excellent customer service skills • Experience of cleaning a corporate and/customer service environment • High personal standards and pride in your work • Ability to work positively as a team player with others • Ability to manage your time and tasks effectively • Be honest, reliable and trustworthy • An enthusiasm for being an ambassador for The Rep • Good manners and etiquette • Willingness to be flexible in work tasks and shift patterns • Excellent communication and interpersonal skills • Ability to work well under pressure and prioritise if needed <p><i>If you do not demonstrate that you meet these minimum criteria, you may not be shortlisted.</i></p>
It'd be great if you had...
<ul style="list-style-type: none"> • An interest and knowledge of the theatre • Problem solving skills • Some exposure to deputising for team leaders.